

## **Transcript: Estefania**

**Acevedo-5875823343616000-6210516815495168**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Turn Card. My name is Stephanie. How can I assist you? Oh, hello. How you doing? Hey. Good, thank you. How can I help you? Um, I guess I'm calling to enroll the benefits on my card to ... Okay. ... me. What staff and agency do you work for? ITC. And then what are the last four of your social? 1481. You said 1491? 1481. 1-4-8-1. Okay. For security purposes, could you verify your address and your date of birth? 611A North Williams Chapel Road, Mount Vernon, Alabama 36560, 6/17/92. Okay. Thank you. Um, what was that date of birth again? I'm sorry. You said 6/17/92? 6/17/92. Right. Thank you. And then I have the phone number of 753-3691 as your phone number. Is that up to date? Um, in fact I have two numbers on file, but the main one now is be a different number. Okay. What is it? 529-6801. Let me make sure that is correct. And then for your email I have adams, your first name, the number six, @gmail.com. Is that correct still? Adams.morphicio, yes, ma'am. @gmail.com. Okay. This is the right number. Okay. So it was correct. Yes, ma'am. Okay. Thank you. Okay. So did you know by any chance what you want to enroll into already, or did you want me to go over the plans with these? You can go over... You can go over the plans with me. Okay. Um, I'll send you the benefit guide. So that benefit guide has all the plans that they offer ... to those plans. So if you want, I can send it to your email and then I can explain them to you as well. Okay. So that you can get a visual about what I'm speaking about, 'cause they do have different medical plans to select. Is the benefits, um, for like a visual or dental or to, to go to the doctor? Yes. So they do offer dental and vision, and then they do offer different medical plans. I thought they was, um, for to send me a text message that when my benefits will be on my card. If, uh, if it's for like, um, to go to the doctor or anything, I'm not gonna sign up for, um, the benefits enrollment. Oh, okay. So yeah, they do. It's only for medical, um, healthcare benefits. So let me see which ones they offer. So they offer dental, vision, short-term disability, a preventative plan. Um... No, ma'am. They offer a life plan, a short-term disability, behavior health. So it's only for, um, healthcare benefits through your staff and agency depending on how many plans you select, which ones they are. If you add dependents, it has a lot to do with how much the weekly deduction for those selected plans are from your paycheck. And it is weekly deductions for them. Um, I'm, I'm not... I'm not interested in enrolling for, um, the medical plan. How about the vision and dental short-term? No, ma'am. No. Oh, okay. 'Cause they only offer healthcare benefits. Um, it's not different type of... Not other stuff. Just... Yes, ma'am. I'm, I'm not interested. Oh, okay. Um, let me check if they auto-enroll their members into anything 'cause there is some staff and agencies that do have a auto-enrollment. Okay, so it looks like for the one that you work for, they don't auto-enroll their members into any plans. But just in case you do change your mind and wanna enroll into the healthcare benefits, it looks like the last day for you to do it is, um, February the 14th. And

then if you don't want to, then you don't have to. It's not mandatory. Yes, ma'am. I'm not interested, ma'am, in the healthcare plan. Okay. Yes, ma'am. Okay then you can just ignore them messages then. Yes, ma'am. All right. Did you have any more questions? No, ma'am. That would be all. All right. Well, I hope you have a great day. You have a blessed day yourself, ma'am. Thank you.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefit Turn Card. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Oh, hello. How you doing?

Speaker speaker\_1: Hey. Good, thank you. How can I help you?

Speaker speaker\_2: Um, I guess I'm calling to enroll the benefits on my card to ...

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... me.

Speaker speaker\_1: What staff and agency do you work for?

Speaker speaker\_2: ITC.

Speaker speaker\_1: And then what are the last four of your social?

Speaker speaker\_2: 1481.

Speaker speaker\_1: You said 1491?

Speaker speaker\_2: 1481. 1-4-8-1.

Speaker speaker\_1: Okay. For security purposes, could you verify your address and your date of birth?

Speaker speaker\_2: 611A North Williams Chapel Road, Mount Vernon, Alabama 36560, 6/17/92.

Speaker speaker\_1: Okay. Thank you. Um, what was that date of birth again? I'm sorry. You said 6/17/92?

Speaker speaker\_2: 6/17/92.

Speaker speaker\_1: Right. Thank you. And then I have the phone number of 753-3691 as your phone number. Is that up to date?

Speaker speaker\_2: Um, in fact I have two numbers on file, but the main one now is be a different number.

Speaker speaker\_1: Okay. What is it?

Speaker speaker\_2: 529-6801. Let me make sure that is correct.

Speaker speaker\_1: And then for your email I have adams, your first name, the number six, @gmail.com. Is that correct still?

Speaker speaker\_2: Adams.morphicio, yes, ma'am. @gmail.com. Okay. This is the right number.

Speaker speaker\_1: Okay. So it was correct.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. Thank you. Okay. So did you know by any chance what you want to enroll into already, or did you want me to go over the plans with these?

Speaker speaker\_2: You can go over... You can go over the plans with me.

Speaker speaker\_1: Okay. Um, I'll send you the benefit guide. So that benefit guide has all the plans that they offer ... to those plans. So if you want, I can send it to your email and then I can explain them to you as well.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So that you can get a visual about what I'm speaking about, 'cause they do have different medical plans to select.

Speaker speaker\_2: Is the benefits, um, for like a visual or dental or to, to go to the doctor?

Speaker speaker\_1: Yes. So they do offer dental and vision, and then they do offer different medical plans.

Speaker speaker\_2: I thought they was, um, for to send me a text message that when my benefits will be on my card. If, uh, if it's for like, um, to go to the doctor or anything, I'm not gonna sign up for, um, the benefits enrollment.

Speaker speaker\_1: Oh, okay. So yeah, they do. It's only for medical, um, healthcare benefits. So let me see which ones they offer. So they offer dental, vision, short-term disability, a preventative plan. Um...

Speaker speaker\_2: No, ma'am.

Speaker speaker\_1: They offer a life plan, a short-term disability, behavior health. So it's only for, um, healthcare benefits through your staff and agency depending on how many plans you select, which ones they are. If you add dependents, it has a lot to do with how much the weekly deduction for those selected plans are from your paycheck. And it is weekly deductions for them.

Speaker speaker\_2: Um, I'm, I'm not... I'm not interested in enrolling for, um, the medical plan.

Speaker speaker\_1: How about the vision and dental short-term?

Speaker speaker\_2: No, ma'am.

Speaker speaker\_1: No. Oh, okay. 'Cause they only offer healthcare benefits. Um, it's not different type of... Not other stuff.

Speaker speaker\_2: Just... Yes, ma'am. I'm, I'm not interested.

Speaker speaker\_1: Oh, okay. Um, let me check if they auto-enroll their members into anything 'cause there is some staff and agencies that do have a auto-enrollment. Okay, so it looks like for the one that you work for, they don't auto-enroll their members into any plans. But just in case you do change your mind and wanna enroll into the healthcare benefits, it looks like the last day for you to do it is, um, February the 14th. And then if you don't want to, then you don't have to. It's not mandatory.

Speaker speaker\_2: Yes, ma'am. I'm not interested, ma'am, in the healthcare plan.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay then you can just ignore them messages then.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: All right. Did you have any more questions?

Speaker speaker\_2: No, ma'am. That would be all.

Speaker speaker\_1: All right. Well, I hope you have a great day.

Speaker speaker\_2: You have a blessed day yourself, ma'am.

Speaker speaker\_1: Thank you.